

## **Statement from the Chief Executive following the release of the May 2018 CQC Inspection report**

Montgomery House residents and their friends and family may well have seen that the home has recently been given a rating of 'requires improvement' by the Care Quality Commission.

The first thing we would wish to stress is that this is no cause for alarm for anyone. The same report recognises the strengths of Montgomery House and Coverage Care Services in providing a safe and caring environment in which people's views are both sought and respected.

We are aware that there are areas in which we can always improve and we work constantly as an organisation to do that.

This latest inspection report matches the findings of the previous report, though the inspectors have recognised the areas where progress has been (and continues to be) made and highlighted the many strengths of Montgomery House.

A new manager has been in place at the home since January and is making great strides in tackling the staffing issues which have led to some of the criticisms from the inspectors.

Those issues are not related to Coverage Care being unwilling to provide enough staff. We work to always have the necessary and suitable number of people available. Sadly a minority of the staff did not share this commitment and had developed a tendency to take time off at short notice or create other issues that impacted on service provision until managers could put a solution in place.

Often this required agency staff, which is not ideal as they are not always familiar with the home or its working practices.

To put this in perspective, there were 1,800 staff hours lost to sickness in the month of the inspection. Last month, this was reduced to 200 hours.

A huge amount of work has gone in to achieving that reduction; some staff have left us and it is sad but only right that they have. We have built on the outstanding staff we have and now have an extended and solid staff team who are fully committed to their roles and reflect the values of the home and the wider not-for-profit organisation that is Coverage Care Services. We also have our own team internally who are available to respond to the need for staff cover at any of our homes, ensuring continuity of care and standards.

Without wishing to attempt to deal with every point in the latest inspection report, there are a numbers of matters raised in it where we feel there was a lack of appreciation of the realities of some circumstances and a failure to take on board perfectly reasonable and logical explanations which were given at the time. These points have been made to the CQC.

One particularly troubling accusation is that a person was said to have waited too long after using a call bell. While we wish no-one to feel this way, all call bells are strictly monitored and we have the

timing data to demonstrate that no person waited for a period that would be considered unreasonable or unsafe by our own or external guidelines. We do appreciate that a response can often feel like it took longer than it actually did!

All of these matters we have discussed in great detail with the organisations we work alongside, including the local authorities and care commissioners. They are supportive of our efforts and remain convinced that Montgomery House is a welcoming, safe and caring place to live.

If you have any specific concerns, we would be very happy to address them directly with you. Please either raise them with the manager or contact me at our central office on 01743 283 200.

Thank you for taking the time to read this.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'David Coull', written in a cursive style.

**David Coull**  
**Chief Executive**